

Activity Three

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: June, July and August 1999. Including Projected Activities

Activity 3 - Articles placed in TRS user community publications. TRS provider newsletters, websites, industry and disability organization publications, etc., on TRS CSP calling.

Date Article Published	Publication Name
1999	TeleTimes Article. "The Pending Fate of the Telecommunications Relay Service". (Article Attached)
1999	Log-on to SWBT Web Site
1999	www.swbt trs page.htm
1999	Log-on to AT&T Relay Website
February, 1999	Hamilton Relay State Web Sites: NE, ID, LA
06/01/99	Sprint Relay National Brochure
Summer 1999	MCIWC The Relayer (Article Attached, See Pg. 4)
08/01/99	NETAC Teachers Tipsheet: "How to Use Relay Services"
	CSP info posted on MassRelay website
09/15/99	www.massrelay.org
	Sprint Webpage: www.sprintbiz.com/gsd/gsdtrs.html
September, 1999	Deaf Rochester News (5,000)
September, 1999	LSU Post Secondary Education Conference Newsletter
4th Qtr 99	Kansas Relay Center Newsletter
Fall 1999	Ohio Relay Service Newsletter
Fall 1999	MAT newsletter
Fall 1999	Relay Missouri Newsletter
Fall 1999	www.relaymissouri.com
Fall 1999	IAD Illuminator
Fall 1999	Kentucky Relay Connector Newsletter
Fall 1999	Restructuring Web site to reflect new information. CSP info will be included.
On Going	SWBT Web Page - TRS Coin Sent Paid Instructions
	www.swbt trs page.htm
Winter 1999	Wisconsin Relay Connector Newsletter
1st Qtr 00	Kansas Relay Center Newsletter
	Silent News, NAD Broadcaster, Hearing Health, American Speech Language Hearing Association, and others.
1st quarter - 2nd quarter 2000.	
Will develop ads and stories to place in approximately 10 industry and disability publications	
1st Qtr 00.	Develop web site with information about CSP and other disability related issues
2nd Qtr 00	Kansas Relay Center Newsletter
Winter 2000	Relay Indiana Newsletter
Winter 2000	Relay Iowa Newsletter
	Sprint Relay States Brochure (19)
	Sprint Relay Newsletter

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www.hamilton.net/relay/NRS.htm;
www.hamilton.net/relay/LRS.htm;
www.hamilton.net/ITRS.htm.....all information still
available on Web Site



[Home Page ♦](#)
[Sprint Search ♦](#)
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Sprint RelaySM

Sprint RelaySM

Sprint RelaySM, which initiated relay service in 1990, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. Sprint provides state-of-the-art technology, a full range of features and highly trained, professional staff to ensure that Sprint Relay users are able to communicate by phone easily and effectively every time they place a relay call.

Sprint is committed to providing the kind of service that makes it possible for people to reach out to the world and communicate without giving it a second thought.

Experience

Sprint provides relay service in more states than any other carrier and also serves the federal government. Sprint works hard to ensure that the transition to Sprint in a new service area is smooth and seamless.

Reliability

Sprint Relay uses state-of-the art technology and equipment in bringing its service to hundreds of thousands of relay customers. For example, Sprint's system lets callers store personal reference information such as frequently called numbers, preferred call type, long distance carrier and other data. This allows calls to be processed faster and more efficiently.

Convenience

In addition to supporting a wide array of call types such as TTY, Voice Carryover, Hearing Carryover and more, Sprint Relay also provides features such as voicemail or answering machine retrieval and last number redial.

Quality

Sprint's motto in providing relay service is "Quality of Service Means Quality of Life." Key to Sprint's quality of service are the Relay Operators who handle each call. Sensitive and skilled, Sprint's operators receive extensive training. In addition, Sprint routinely monitors performance to ensure quality remains high.

So, whether you're chatting with a friend or closing an important business deal, you can look to Sprint Relay for the quality of service that makes communication effortless and enriching.

HOW DO YOU USE RELAY SERVICE?

What equipment is required?

The most common device used to make a relay call is a TTY (text telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon the type of relay service you use. For more information on how to obtain a device in your area for your specific needs, call Sprint Relay Customer Service at 1-800-676-3777. In some cases, it may be available at little or no cost to you.

Billing preference

There is no charge for using Sprint Relay within your local calling area. Long distance call rates are determined by the carrier of choice. Sprint long distance calls are billed at a reduced rate. Sprint Relay gives you a number of billing options when you place intrastate, interstate, or international calls. Please notify the Relay Operator of your preferred billing option: direct; collect; third party; Sprint FONCARD(SM); local exchange carrier (LEC) calling card; other long distance calling card; or prepaid phone card.

SERVICES OFFERED

For TTY Users

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.

1. Dial 1-800-877-8973.
2. Sprint Relay will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "NUMBER CALLING PLS GA." ("GA" denotes "go ahead.")
3. Type in the area code and telephone number you wish to call and then type "GA."
4. The Relay Operator will dial the number and relay the conversation to and from your TTY. Type in "GA" at the end of each message.

For Voice Users

Standard telephone users can easily initiate calls to TTY users. The Relay Operator types the hearing person's spoken words to the TTY user and reads back the typed replies.

1. Dial 1-800-877-8973.
2. You will hear, "Sprint Relay Service Operator (number). How may I help you?"
3. Give the Relay Operator the area code and telephone number you wish to call and any further instructions.

4. The Relay Operator will process your call, relaying exactly what the TTY user is typing. The Relay Operator will relay what you say back to the TTY user. (Be sure to talk directly to your caller, avoid saying "tell him" or "tell her," and say "GA" at the end of your response.)

For Hearing Carryover Users

Hearing Carryover (HCO) allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

1. Dial 1-800-877-8973.
2. Sprint Relay will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "NUMBER CALLING PLS GA."
3. Type in the area code and telephone number you wish to call and then type "HCO PLEASE GA."
4. The Relay Operator will make the connections and voice your typed conversation to the called party. After you type "GA," pick up the handset to listen to the spoken reply.

For Voice Carryover Users

Voice Carryover (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to you, a Relay Operator will serve as your "ears" and type everything said to you on a TTY or text display.

1. Dial 1-877-826-2255.
2. Sprint Relay will answer with "1234" (for operator number), "F" or "M" (for operator gender) and "VCO OR TYPE NOW GA."
3. Voice or type the area code and telephone number of the party you want to call.
4. The Relay Operator will type the message "Voice Now" to you as your cue to start speaking. You speak directly to the hearing person. The Relay Operator will not repeat what you say, but only type to you what the hearing person says. You both need to say "GA" at the end of your response.

Computer (ASCII) Call Processing

Computer users can also access Sprint Relay directly. Set your communications software to the following protocols at speeds ranging from 300 to 2400 baud: (Note: It may be helpful to set your "time out" to 100 seconds.)

8 Bits
No Parity
1 Stop Bit
Full Duplex

When calling at a rate of 300 baud or below, follow the above settings, using Half Duplex.

International Calling

Sprint Relay allows you to place and receive calls to and from

anywhere in the world (using English or Spanish language only). Calls originating from a country outside of the US may also access Sprint Relay via 1-605-224-1837.

TTY Public Payphones

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services.

The order states that:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.
- TTY users who wish to use a coin TTY payphone can use Sprint Relay to assist in connecting calls. There are several ways to bill non-local calls: collect; third party; calling card or prepaid card.

Directory Assistance

Sprint Relay will relay Directory Assistance (DA) calls between TTY users and the Local Exchange Carrier (LEC) DA operator. Once the caller makes the request, the Relay Operator will contact the appropriate LEC DA operator. After obtaining the number, the caller may choose to place the call through Sprint Relay or dial it directly TTY to TTY.

Spanish relay service

Sprint now offers Spanish relay service. TTY users can type in Spanish and the conversations will be relayed in Spanish. To request Spanish relay, type in the area code and telephone number and then "SPANISH TO SPANISH GA."

Answering machine retrieval

TTY users can request Sprint Relay to retrieve messages from their voice answering machines or voicemail. To request answering machine retrieval, type "AMR" with instructions or password and then "GA." The Relay Operator will type, "PLS PLCE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." Place your handset on the speaker part of the answering machine until all messages have been retrieved. Then place the handset back on the TTY and type "GA." The Relay Operator will type your messages.

ADDITIONAL RELAY FEATURES

VCO with privacy

This is similar to the standard VCO feature. However, the Relay Operator will not hear the caller speaking through Sprint Relay, and only type voiced responses back to the VCO user.

Two-Line VCO

Two-line VCO allows a customer with two telephone lines to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. This feature provides a more natural flow of conversation without the

pauses of single-line calls.

VCO to TTY

The Relay Operator will only type what you say to the TTY user you are calling. Whatever the TTY user types will go directly to your TTY or text display equipment for you to read. "GA" is needed for this type of call.

VCO to VCO

The Relay Operator will serve as both parties' "ears" and type not only what you say to your party but also what is said to you. "GA" is needed for this type of call.

HCO to TTY

HCO users can listen while the Relay Operator is reading/voicing the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

HCO to HCO

HCO users can contact other HCO users through Sprint Relay. The Relay Operator will voice to both parties what is typed on each user's TTY.

Other features include automatic call redial, spelling error correction and last number redial.

Emergency

In case of emergency, TTY users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. All customers should verify the emergency phone numbers for TTY calls in their area. Calls placed directly and immediately to the local TTY emergency number can save valuable time in urgent situations. For more information on how to obtain emergency numbers in your area, call Sprint Relay Customer Service at 1-800-676-3777.

Customer service:

1-800-676-3777 or www.sprintbiz.com/gsd/gsdtrs.html Customer Service is available to assist with TTY calls, or to receive customer suggestions, comments and complaints. When calling about a specific incident, please remember to provide the Relay Operator identification number, date and time of call. Customer service can also provide Sprint Relay brochures or any other additional relay information to customers.

Remember these toll free numbers for interstate calling*

1-800-877-8973
(TTY/VOICE/ASCII)

1-877-826-2255**
(VCO)

1-800-676-3777
TRS CUSTOMER SERVICE

(TTY/ASCII/VOICE)

1-800-855-4000
SPRINT TTY OPERATOR SERVICE
(TTY)

**800, 888 and 877 are all toll free numbers.

*Some services may not be available on an interstate basis.

Relay Today ® Newsletter (quarterly)

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- 800-855-4000 TTY

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Angela Officer, Editor
Sprint, 13221 Woodland Park Road, Herndon, VA 22071
(800) 597-9009 TTY (703) 904-2069 Fax
E-mail: angelao@sprint.com

Contacts

SPRINT RELAY CUSTOMER SERVICE (24 hrs, 7 days, 365 days a year)

1-800-676-3777 TTY/ASCII/Voice/Spanish

Sprint Relay Customer Service
P.O. Box 29230
Shawnee Mission, KS 66201-9330
FAX: 1-877-877-3291
E-mail: sprintrelay@sprint.com

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1-800-855-4000 TTY

SPRINT RELAY SALES

Andrew Brenneman, Government National Account Manager
Sprint, 13221 Woodland Park Road, Herndon, VA 22071
(703) 904-2281 TTY, (703) 904-2382 Voice, (703) 904-2588 Fax
E-mail: andrew.brenneman@us.sprint.com

Mike Ellis, Government National Sr. Account Manager
Sprint, 1099 18th Street, Suite #1400, Denver, Colorado 80202

Deaf Rochester News Fall 1999

Notes from New York Relay!

This month's topic is TTY Public Payphones!

TTY Public Payphones:

In November of 1993, The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states that:

- All Local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

In New York , TTY users who wish to use a coin TTY payphone can use New York Relay Service to assist in connecting calls. There are several ways to bill non-local calls.

- Collect
- Third party
- Calling cards or pre-paid cards

Contact New York Relay Customer Service at 1-800-676-3777 for more information on making coin sent paid TTY calls. See you next time with Notes from New York Relay!

Mary Beth Mothersell

Voice 716 243 4880

TTY 1 800 927 0282

Marybeth.mothersell@mail.sprint.com

Industry Update

All telephone companies are encouraged to continue educating the user community on the components of the Telecommunications Relay Service plan. The following letter is provided for use in developing consumer educational materials.

Re: COIN TELEPHONE RELAY CALLS

Dear Relay User:

A plan is in place that can help you, and others that you may know, make a relay call from a coin telephone. This plan first began on November 24, 1995 and covers local and long distance calls. It has two major parts:

1. Local Calls - You can make local calls from any coin telephone through Telecommunications Relay Service (TRS) and that call will be free to you.

2. Long Distance Calls - You can make long distance calls from any coin telephone through TRS by charging the call to your calling card. Your call will cost no more than the same long distance call would have cost using coins. Prepaid cards may also be used for long distance calls. Please note that charges for prepaid cards may vary among providers and therefore may differ from coin rates. If using prepaid cards, check with the provider about their rates.

The plan was issued by the Federal Communications Commission and was developed by local and long distance telephone companies, TRS providers, independent payphone service providers and organizations representing people who are deaf or have hearing or speech disabilities. TRS facilitates personal and business calls for people who require special telecommunications equipment, like a text telephone (TTY), and people who use conventional voice telephones. This service is in operation 24 hours a day, seven days a week. The phone number for your relay service can be found in the Customer Guide pages of your local telephone directory.

If you want information about obtaining a telephone calling card or prepaid card, please call your TRS provider, the business office of your local telephone company, your long distance carrier, or, if available, a center for individuals with special needs. The TTY and voice numbers for these offices or service can be found in the Customer Guide pages of your local telephone company directory.

Prepared by: The Telecommunications Relay Industry

The Pending Fate of the Telecommunications Relay Service

By August 1999, the FCC is expected to decide whether to permanently adopt the communications industry's "alternate plan" on Telecommunications Relay Service (TRS) Coin Sent-Paid (CSP) calling. In 1995, the FCC adopted the alternate plan because it was not technically feasible to comply with the rules requiring common carriers and TRS providers to offer TRS coin sent-paid service equivalent to non-TRS coin sent-paid service.

The two key elements of the plan are that 1) local payphone TRS calls would be completed at no charge to the user; and 2) TRS toll calls would be rated no greater than coin sent-paid calls for non-TRS users. The plan was modified in 1997 to include the requirement that carriers should increase their efforts to educate the TRS users about how to reach relay service from payphones using either calling or prepaid cards at rates equivalent to or less than the coin call rates.

This critical issue will affect every telephone company and will be determined by an FCC whose chairman has declared that one of his four major goals for 1999 is that "all Americans have access to the wonders of the communications revolution." Specifically, one of the main tenets of this goal is to ensure that the 54 million Americans with disabilities can use and have access to the communications network.

The FCC's impending decision will take place against the backdrop of other mandates imposed by the 1996 Telecommunications Act, such as interconnection, access, universal service, and Section 255, which requires greater access to telecommunications equipment and services by persons with disabilities.

The Americans with Disabilities Act requires the FCC to ensure that TRS is available to persons with hearing or speech disabilities. TRS is a telephone transmission service designed to give persons with hearing or speech disabilities "functionally equivalent" access to the telephone network. This requirement has

been codified in Section 225 of the Communications Act.

TRS provides access to the voice telephone network for over 30 million Americans with hearing and speech disabilities, and to millions of voice telephone users who use TRS to call family, friends and business associates with hearing or speech disabilities. TRS uses dedicated equipment and staff, called Communications Assistants (CAs), that relay conversations between persons using text telephones (TTYs) and persons who use conventional telephones. It is available seven days a week, 24 hours a day throughout the United States.

To access TRS, a TTY user dials the telephone number of the local TRS center. This is equivalent to receiving a dial tone. The caller then gives the number of the called party to the CA who, in turn, places an outbound voice call to the called party. The CA serves as the link in the conversation, converting all TTY messages from the caller into voice messages and all voice messages from the called party into typed messages for the TTY user. The process is performed in reverse when a voice telephone user initiates the call.

The FCC's implementation of statutory obligations has taken the form of setting minimum operational, functional and technical standards for TRS, certifying state TRS programs, and overseeing the administration of an interstate TRS cost-recovery fund. Under the rules, carriers can provide TRS individually, through designees, through a competitively selected vendor or together with other carriers. Interstate TRS is provided by 12 primary providers, which include local exchange carriers, interexchange carriers, state entities and nonprofit organizations.

The FCC rules require that TRS is capable of handling any type of call normally

John W. Hunter



provided by a carrier, including coin sent-paid calls. The coin sent-paid capability was to have been available by July 1995; however, through the efforts of USTA and individual carriers, the FCC suspended the requirement on the basis that such capability was technically infeasible and economically unreasonable.

Shortly after the FCC granted the suspension, USTA, several member companies, interexchange carriers, TRS providers, and private payphone providers formed an industry technical team to consider the issue of complying with FCC requirements. The team determined that it was not technically feasible to provide equivalent coin sent-paid service, and met with representatives of the hearing and speech disability community to develop a workable, alternative proposal.

Since then, the industry has been working towards adopting the plan as a permanent solution to the coin sent-paid situation. The Commission will consider whether to adopt the alternative plan as permanent by August 26, 1999.

Member companies of USTA have been actively involved with the FCC and representatives of persons with hearing and speech disabilities to improve the TRS program so that it is responsive to the legislative mandate. Individual member companies have been carrying out the spirit of these requirements through various educational initiatives. Some of these ongoing initiatives include attending national, regional and local meetings sponsored by hearing and speech disability

organizations to disseminate educational material and demonstrate how to call TRS centers from payphones.

Materials include an educational letter (see sidebar) and wallet size card developed by the industry with input from the user community. The letter is provided to TRS centers, published in or used as a basis for articles in newsletters, used as handouts at meetings and published on Web sites. The convenient wallet size card has pictorial illustrations and instructions on how to make a relay coin call and can be easily carried.

A TRS Coin Sent-Paid video has also been produced which provides step-by-step visual and open-captioned procedures for making a TRS call from a payphone. The content is also available on carriers' Web sites. The industry has a continuing commitment to work jointly with representatives of the disability community and has been meeting with the user community on a regular basis.

As TRS and other issues unfold relating to making telecommunications services available to Americans with disabilities, USTA will continue to advocate reasonable, meaningful solutions that are in the best interests of its members and the industry. ■

John W. Hunter, senior counsel, Legal & Regulatory Affairs, USTA, can be reached at (202) 326-7375 or jhunter@usta.org. Linda Nelson is a consultant with GTE and serves as Co-Chair of the industry-wide TRS CSP Team. She can be reached at (972) 718-3390 or linda.nelson@telops.gte.com.

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Member:
United States Telephone Association
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Sprint RelaySM

Because we've examined needs,
we can bring you
the service you deserve.



What is relay service?

Relay communications service provides telephone accessibility to people who are deaf, hard-of-hearing or speech disabled. Specially trained relay operators process relay calls and send them on the line to relay conversations electronically, over a Text Telephone (TT) or, in some cases, verbally. Sprint Relay, which initiated relay service in 1990, is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on their length. Sprint provides state-of-the-art technology, a full range of features and highly trained, professional staff to ensure that Sprint Relay users are able to communicate by phone easily and effectively—every time they place a relay call.

QUALITY OF SERVICE

MEANS QUALITY OF LIFE.

SPRINT IS COMMITTED TO

PROVIDING THE KIND OF

SERVICE THAT MAKES IT

POSSIBLE FOR PEOPLE TO

REACH OUT TO THE WORLD

AND COMMUNICATE—

WITHOUT GIVING IT

A SECOND THOUGHT.



Why Sprint RelaySM?

Experience

Since Sprint initiated relay service in 1990, Sprint's service has been recognized nationwide. Sprint provides relay service in more states than any other carrier and also serves the federal government. Sprint works hard to ensure that the transition to Sprint in a new service area is smooth and seamless.

Reliability

Sprint Relay uses state-of-the-art technology and equipment in bringing its service to hundreds of thousands of relay customers. For example, Sprint's system lets callers store personal reference information such as frequently called numbers, preferred call type, long distance carrier and other data. This allows calls to be processed faster and more efficiently.

Convenience

Sprint Relay delivers feature-rich service to make calling easy and convenient. In addition to supporting a wide array of call types—TTY, Voice Carryover, Hearing Carryover and more—Sprint Relay also provides features such as voicemail or answering machine retrieval and last number redial.

Quality

Key to Sprint's quality of service are the Relay Operators who handle each call. Sensitive and skilled Sprint's operators receive extensive training. In addition, Sprint routinely monitors performance to ensure that quality remains high.

How can Sprint Relay enhance my everyday life?

Sprint's motto in providing relay service is "Quality of Service Means Quality of Life." Relay service is more than technology. It's what makes it possible for you to reach out to friends, family, colleagues, customers, businesses and service providers—without giving it a second thought. Because communication is an important aspect of everyday life, the successful completion of your relay call is important to us. Whether you're chatting with a friend or closing an important business deal, you can look to Sprint Relay for the quality of service that makes communication effortless—and enriching.

WHAT EQUIPMENT DO I NEED TO USE RELAY SERVICE?

The most common device used to make a relay call is a TTY (text telephone device) that can be used together with a phone handset. However, the equipment you need may vary depending upon the type of relay service you use. For more information on how to obtain a device in your area for your specific needs, call Sprint Relay Customer Service at 1-800-676-3777. In some cases, it may be available at little or no cost to you.

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Direct

- Collect
- Third Party
- Sprint FONCard™
- Local exchange carrier (LEC) calling card
- Other long distance calling card
- Prepaid phone card

How do I use Relay Service?



FOR TTY USERS

A person who is deaf, hard-of-hearing, deaf-blind, or speech-disabled uses a TTY to type his/her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.

- ❶ Dial 1-800-877-8973.
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- ❸ Give the Relay Operator the area code and telephone number you wish to call and any further instructions.
- ❹ The Relay Operator will process your call, relaying exactly what the TTY user is typing. The Relay Operator will relay what you say back to the TTY user. (Be sure to talk directly to your caller, avoid saying "tell him" or "tell her," and say "GA" at the end of your response.)



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- 8 Bits ■ No Parity ■ 1 Stop Bit ■ Full Duplex

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HEARING CARRYOVER USERS

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DIRECTORY ASSISTANCE

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INTERNATIONAL CALLS

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TTY PUBLIC PAYPHONES

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states that:

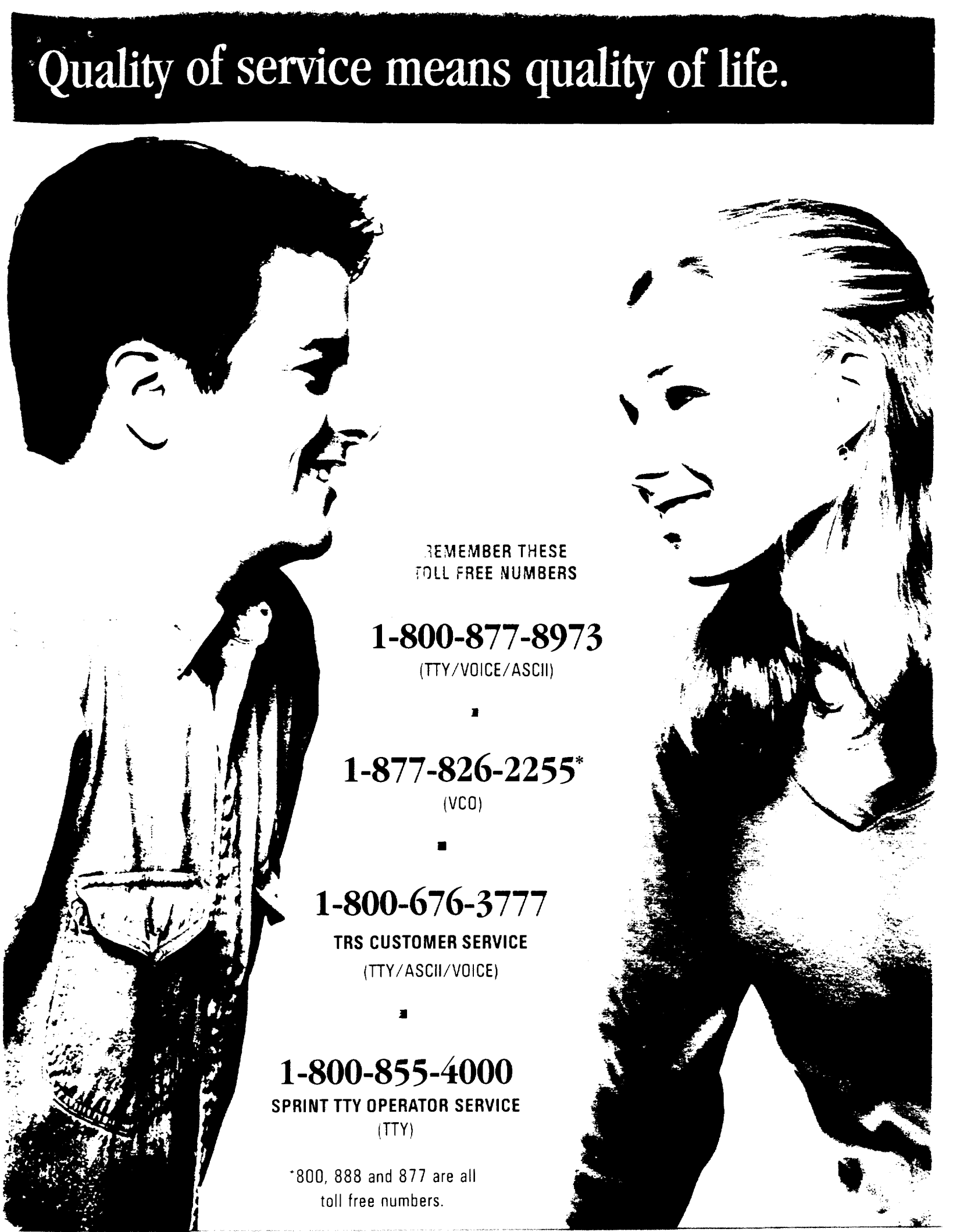
- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards.

TTY users who wish to use a coin TTY payphone can use Sprint Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card or prepaid card.



Quality of service means quality of life.

A black and white photograph of a man and a woman smiling and looking at each other. The man is on the left, wearing a light-colored shirt and a dark jacket. The woman is on the right, wearing a dark top. They are both smiling and looking towards each other.

REMEMBER THESE
TOLL FREE NUMBERS

1-800-877-8973
(TTY/VOICE/ASCII)

■

1-877-826-2255*
(VCO)

■

1-800-676-3777
TRS CUSTOMER SERVICE
(TTY/ASCII/VOICE)

■

1-800-855-4000
SPRINT TTY OPERATOR SERVICE
(TTY)

*800, 888 and 877 are all
toll free numbers.



Additional relay features

VCO WITH PRIVACY

This is similar to the standard VCO feature. However, the Relay Operator will not hear the caller speaking through Sprint Relay, and only type voiced responses back to the VCO user.

TWO-LINE VCO

Two-line VCO allows a customer with two telephone lines to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person's typed responses at the same time. This feature provides a more natural flow of conversation without the pauses of single-line calls.

VCO TO TTY

The Relay Operator will only type what you say to the TTY user you are calling. Whatever the TTY user types will go directly to your TTY or text display equipment for you to read. "GA" is needed for this type of call.

VCO TO VCO

The Relay Operator will serve as both parties' "ears" and type not only what you say to your party but also what is said to you. "GA" is needed for this type of call.

HCO TO TTY

HCO users can listen while the Relay Operator is reading/voicing the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.

HCO TO HCO

HCO users can contact other HCO users through Sprint Relay. The Relay Operator will voice to both parties what is typed on each user's TTY.

Other features include automatic call redial, spelling error correction and last number redial.

EMERGENCY

In case of emergency, TTY users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. All customers should verify the emergency phone numbers for TTY calls in their area. Calls placed directly and immediately to the local TTY emergency number can save valuable time in urgent situations. For more information on how to obtain emergency numbers in your area, call Sprint Relay Customer Service at 1-800-676-3777.

CUSTOMER SERVICE: 1-800-676-3777

Customer Service is available to assist with TTY calls, or to receive customer suggestions, comments and complaints. When calling about a specific incident, please remember to provide the Relay Operator identification number, date and time of call. Customer service can also provide Sprint Relay brochures or any other additional relay information to customers.



Activity Four

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: June, July and August 1999. Including Projected Activities

Activity 4 - Miscellaneous outreach via newspapers, public service announcements, customer notifications, special TTY directories, etc.

Publication Date	Publication Name	Estimated Size of Audience
06/99 - 08/99	Aux Relay Svc Tel Canvassing	900
October 1999 - ongoing	MSAD <i>DCN</i>	1000
October 1999 - ongoing	GURC <i>Nexus</i>	4000
1999 Annual Publication	BellSouth Text Telephone Directory	BellSouth Regionwide to residence and business listed customers and upon customer request.
Annually	Residential White Page Directories TRS-CSP Instructions are Included in Call Guide Pages	Most BellSouth Locations
	BellSouth has established a Telecommunications Center for Customers with Disabilities in Birmingham, Alabama which serves as the Business Office for the disabled community throughout the BellSouth Region. Service Representatives can fully explain TRS-CSP procedures.	
January, 2000	Missouri & Kansas TTY of the Deaf Directory	2000
1st Qtr 2000	Will approach AARP to place ad explaining CSP in Modern Maturity	10 million
1st or 2nd Qtr 2000	MCI WorldCom Residential Customers	Approximately 13 million (based FCC reported residential market share)
2nd Qtr 2000	Will approach AARP with material to produce consumer affairs bulletin on CSP and other disability telecom issues	10 million

HOW TO DO BUSINESS

..... INFORMATION FOR CUSTOMERS WITH DISABILITIES

Operator/Directory Assistance

Call **1+800+855-1155** (TTY* only. There is a charge for this nationwide service provided by AT&T.)

Georgia Relay Center

The Georgia Relay Center is in operation seven days a week, 24 hours a day. The center provides relay service for telephone calls, personal or business, to or from speech- or hearing-impaired telephone customers within the state of Georgia. To use the Center, call **1+800+255-0056** (TTY only) or **1+800+255-0135** (voice). A Communications Assistant (CA) will answer.

This is how it works. Hearing- or speech-impaired customers type the name and number of the person to be called on their Text Telephones (TTYs). Hearing customers tell the Communications Assistant the name and number of the hearing- or speech-impaired person they wish to call. The specially-trained Communications Assistant will then relay the conversation word for word and in strictest confidence. Local calls are relayed free of charge; long distance calls will be billed at a 25% discount. There are no extra charges for using the Center. The Center also relays calls between Georgia and locations anywhere in the United States and internationally to English-speaking people.

Public Telephone Calls Using Relay Services

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

*Text Telephone



TRS Coin Sent Paid -Industry Educational Activity Plan
Period Covered: June, July and August 1999. Including Projected Activities

Activity 5 - Joint industry/community meetings held to discuss further ways to create and disseminate educational materials to educate TRS users about access to relay services through payphones.

Meeting Date	Persons In Attendance	Meeting Summary
02/19/99	55	NCRID Forum
02/20/99	30	NCRID Board Meeting
03/04/99	300	NC Assoc for Ed Comm and Tech
03/24 - 25/99	100	SE Reg Tech and Teach Conference
03/30 - 04/01/99	150	ICF/MR Providers
04/06 - 09/99	75	SCSLA
04/14/99	300	Small Business Expo
04/15/99	Employees of the State Department. 10 attendees	Gave a 45 minute presentation about the Telecommunications Relay Service. The history, the services GTE provides for the deaf community, (emergency interpreter service, relay service, TTY payphones, demonstrations for the community on how the TRS office can help a company better communicate with their customers). Packets were handed out containing: TRS brochures, TRS business cards, Blue cards with information on how to use TTY payphones, a flyer explaining key terms used during a TRS call, and TRS directories. Two copies of the instructional videos were left with Jerry Pinell. The videos explain the function of the Telecommunications Relay Service.
04/21 - 23/99	50	NCDBA Conference
04/24/99	25	NCRID Board Meeting
05/01/99	115	NCAD Board Meeting
05/03/99	Gail Ploman, Washington State 911/TTY Education Program	Co-sponsored publication materials
05/04/99	30	TAD Board Meeting
05/08/99	150	NC Assistive Technology Expo

TRS Coin Sent Paid -Industry Educational Activity Plan
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05/12/99	Conference on Disability Access - (Hosted by the Commission on Persons with Disabilities) Taking the Place of Tools of Life Expo this year. Both deaf and hearing people attended the conference. Approximately 150 attendees	GTE Hawaiian Telephones' booth had live demonstrations of the relay service and accessible TTY units. Packets were handed out containing: TRS brochures, TRS Business Cards, Blue cards with the steps for successfully using a TTY payphone, and TRS directories. Names and numbers were taken from people interested in having a TRS demonstration for their employees.
05/18/99	350	Golden Jubilee
05/18/99	HanaHauoli Private School. 27 10 year olds attended.	Gave a 25 minute presentation about the Telecommunications Relay Service. The history, the services GTE provides for the deaf community, (emergency interpreter service, relay service, TTY payphones, demonstrations for the community on how the TRS office can better help people communicate with the deaf community. Packets were distributed containing: TRS brochures, TRS business cards, blue cards explaining steps to use a TTY payphone, TRS comic books containing detailed instructions on how to use a TTY payphone, and Shaka Bird Activity Flyer with puzzles. A display was set up with working TTY's. Two students at a time experienced how the TTY works. They were actually typing to one another.
06/02/99	Ohio Relay Consumer Committee	Educated 18 ORCC members on TTY payphone and how they can educate customers throughout the state of Ohio. Each ORCC member represent in their district region.
06/07/99	Sara Geballe, Seattle Diversity Works, Washington	Developed workshop series for Fall 1999
06/10/99	Gordon Nystedt. SHHH	Sponsored Washington State SHHH website
06/25 - 27/99	Taste of Honolulu - Both Deaf and hearing people attended. Approximately 3000 attendees	Donated 3000 TRS Brochures and 5000 TRS Business Cards to Hawaii Services on Deafness (HSOD). These materials were distributed to educate the public about the RELAY service during this event.

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07/07/99	Hilton Hawaiian Village Human Resource Department. 10 attendees.	Gave a 45 minute presentation about the Telecommunications Relay Service. The history, the services GTE provides for the deaf community, (emergency interpreter service, relay service, TTY payphones, demonstrations for the community on how the TRS office can help a company better communicate with their customers. Packets were distributed containing: TRS brochures, TRS business cards, Blue cards with instructions on how to use a TTY payphone, a flyer explaining the key terms used in a relay call, TRS directories, and TRS pencils and rulers. Two copies of the Instructional video were left with Sarah Kalikinakamura. The videos explain the function of the Telecommunications Relay Service.
07/10/99	Washington State TRS Advisory Board	Educated WA TRS Advisory Board members on TTY payphone and how they can educate customers throughout the state of Ohio. Each ORCC member represent in their district region.
08/11/99	Peter Raffa, The Lighthouse for the Blind, Washington.State	Provide braille materials and working together to increase more awareness on deaf-blind users
08/14/99	Sign Language Festival - Held at Kapiolani Community College. Both hearing and non-hearing communities attended. Approximately 200 people attended.	GTE Hawaiian Telephone's booth distributed Telecommunication Relay Service (TRS) materials. The materials were: TRS brochures, blue cards and comic books explaining how to use payphones equipped with text telephones (TTY), TRS business cards and TRS 1997 phone directories. Also, sign up sheets for the 2000 TRS phone directory were distributed to people wishing to be listed or that needed to update their current listing. Live demonstrations of the Relay Service were given.

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08/21/99	ASAD STATE CONFERENCE - Held at Ala Moana Hotel. Both hearing and non-hearing communities attended. Approximately 50 people attended.	GTE Hawaiian Telephone's booth distributed Telecommunication Relay Service (TRS) materials. The materials were: TRS brochures, blue cards and comic books explaining how to use payphones equipped with text telephones (TTY), TRS business cards and TRS 1997 phone directories. Also, sign up sheets for the 2000 TRS phone directory were distributed to people wishing to be listed or that needed to update their current listing. Live demonstrations of the Relay service were given.
08/24/99	Texas Commissioner for the Deaf & Hard of Hearing	Brief Texas Commission for the Deaf & Hard of Hearing on our education program and request them to publish information from our TRS payphone cards in their quarterly newsletter.
09/99 - 12/20/99	Planned County Meetings	Coin Relay and Video & Cards
12/07/99	65	Raleigh Hearing
12/08/99	100	Charlotte Hearing
12/09/99	25	Morganton Hearing
12/10/99	35	Asheville Hearing
12/14/99	75	Greensboro Hearing
12/15/99	20	Wilson Hearing
12/16/99	15	Fayetteville Hearing
12/17/99	50	Wilmington Hearing
1st Qtr 2000	Coalition of Texans with Disabilities	Brief Coalition of Texans with Disabilities on our education program for TRS payphone calls and request them to publish information from our TRS payphone cards in their quarterly newsletter.
2nd Qtr 2000	Texas Association of the Deaf	Brief Texas Association of the Deaf on our education program for TRS payphone calls and request them to publish information from our TRS payphone cards in their quarterly newsletter.
Monthly in 1999	Ad Hoc Industry Compliance Team	Linda Nelson's Meeting Minutes